Program 265 - Neighborhood Parks and Open Space Management

Program Performance Statement

Provide 401 acres of parks and open space systems that are hazard-free, usable and attractive for residents and the business community by employing accepted municipal maintenance practices, by:

- -Maintaining landscaping in the form of turf (mow weekly, fertilize, renovate, aerify, control pests, water and sprinkler system repair), trees (plant, prune, remove as needed), ground covers (plant, prune, remove, control pests and water) and ornamental water features (remove debris, operate pumps, control algae and drain and fill according to approved schedules).
- -Maintaining recreational facilities including, but not limited to, sport courts (repair, clean, wash, resurface, and net replacement), athletic fields (mow weekly, fertilize, renovate, aerify, control pests, water and sprinkler system repair), playgrounds (inspect, remove graffiti, clean and repair), picnic sites (remove graffiti, clean and repair) and multi-purpose buildings (daily janitorial services, clean restrooms, floors, remove graffiti, and replace paper products),
- -Maintaining support facilities including, but not limited to, auxiliary restrooms (daily janitorial services, clean restrooms, floors, remove graffiti, and replace paper products), hardscapes (remove litter and debris and correct trip hazards greater than 1/2 inch), lighting systems (replace bulbs and repair light fixtures) and furnishings (remove graffiti and repair benches, bollards, drinking fountains, trash receptacles, etc.), and
- -Administrating and supporting services (supervise and direct staff, address customer concerns, complete reports and correspondence, etc.) to promote customer satisfaction and confidence.

Program 265 - Neighborhood Parks and Open Space Management

Program Measures	Priority	2006/2007 Adopted	2007/2008 Adopted
<u>Ouality</u>			
* Parks and open spaces are free from hazardous conditions, with reported hazardous conditions abated within 24 hours of notice.	С		
- Percent Abated- Total Number of Hazards		98.00% 200.00	98.00% 200.00
* Parks and open spaces are free from vandalism, with reported acts of vandalism abated within 3 working days of notice.	С		
- Percent Abated- Total Acts of Vandalism		98.00% 600.00	98.00% 600.00
* Staff survey of Parks Components indicate parks and open spaces meet the Parks Division standards for attractiveness as listed in the Parks Division Quality Standards manual.	I		
 Percent Attractive Standards Achieved Total Number of Attractiveness Standards Surveyed 		75.00% 3,450.00	75.00% 3,450.00
* Staff survey of Parks Components indicate parks and open spaces meet the Parks Division standards for usability as listed in the Parks Division Quality Standards manual.	I		
 Percent of Usable Standards Achieved Total Number of Usable Standards Surveyed 		80.00% 2,757.00	80.00% 2,757.00
* Targeted customer satisfaction rating is met based on surveys distributed to Sunnyvale park users in May of each fiscal year.	I		
- Percent Satisfied - Customer Surveys Provided		85.00% 490.00	85.00% 490.00
Productivity			
* Ornamental water features function as designed year-round at Community Center and June through September at Braly, Las Palmas and Serra Parks.	C		
- Percent Functional- Number of Months Filled and Functional		90.00% 24.00	90.00% 24.00
 Parks and open space acres are cleaned and inspected daily. Percent Cleaned and Inspected Daily 	C	85.00%	85.00%
- Total Number of Acres		103,295.00	103,295.00

Program 265 - Neighborhood Parks and Open Space Management

Program Measures		2006/2007	2007/2008
	Priority	Adopted	Adopted
Productivity			
 Park auxiliary restrooms are cleaned daily when open for public use. Percent Cleaned Daily Total Number of Restrooms Cleaned 	С	85.00% 7,300.00	85.00% 7,300.00
 Parks water play features function as designed April through October at Braly, Fair Oaks, Lakewood, Las Palmas, Ortega and Serra Parks. Percent Functional 	С	90.00%	90.00%
- Number of Months Functional		42.00	42.00
 Picnic sites are cleaned daily April through October. Percent Cleaned Daily Total Number of Picnic Sites 	I	85.00% 17,202.00	85.00% 17,202.00
* The number of trees planted is equal to the number of trees removed. - Number of Trees Planted - Number of Trees Removed	I	50.00 50.00	50.00 50.00
 Park athletic field turf is mowed weekly. Percent Mowed Weekly Total Number of Acres 	D	85.00% 1,976.00	85.00% 1,976.00
* Ornamental turf is mowed weekly. - Percent Mowed Weekly - Total Number of Acres	D	85.00% 4,992.00	85.00% 4,992.00
Cost Effectiveness			
* The cost to inspect and clean parks and open space acreage (maintain general grounds) is equal to or less than planned cost.	I		
- Cost to Inspect and Clean		\$542,116	\$535,974
 * The cost for custodial service for auxiliary restrooms is equal to or less than planned cost. - Cost for Custodial Service 	I	\$174,880	\$175,360
 * The total cost per acre to maintain 401 acres of parks and open space system will be at or below planned cost. - Cost Per Acre Maintained 	I	\$15,967	\$16,172
<u>Financial</u>			

Program 265 - Neighborhood Parks and Open Space Management

Program Measures		2006/2007	2007/2008
	Priority	Adopted	Adopted
<u>Financial</u>			
* Actual total expenditures for Neighborhood Parks and Open Space Management will not exceed planned	C		
program expenditures.			
- Total Program Expenditures		\$6,402,796	\$6,484,955

Priority Legend

M: Mandatory

C: Council Highest Priority

I: Important

D: Desirable

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces

Provide well-maintained parks and open space landscaping for residents and the business community that is hazard-free, usable and attractive, by:

- -Maintaining uncontained litter in ornamental turf, tree, ground cover and ornamental water feature areas,
- -Maintaining turf in a dark green, dense manner with consistent texture and sharply defined boundaries,
- -Maintaining trees to display the form common to their species,
- -Maintaining ground covers in a well defined manner with a good display of color in the appropriate season, and
- -Maintaining ornamental water features with no apparent floating debris or algae and functional fountains and lights.

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces

		2006/2007 Adopted	2007/2008 Adopted
A ativity 265000 Maintain and l	Donlogo Osmonoutal Touf	Auopteu	Auopteu
Activity 265000 - Maintain and	-		
Product:	An Acre Maintained		
	Costs:	\$237,347	\$240,256
	Products:	96	96
	Work Hours:	3,486	3,486
	Product Cost:	\$2,472.37	\$2,502.67
	Work Hours/Product:	36.31	36.31
Activity 265010 - Maintain Tree	s		
Product:	A Tree Maintained		
	Costs:	\$170,425	\$172,369
	Products:	2,520	2,520
	Work Hours:	2,208	2,208
	Product Cost:	\$67.63	\$68.40
	Work Hours/Product:	0.88	0.88
Activity 265020 - Maintain and l	Replace Ground Covers		
Product:	An Acre Maintained		
	Costs:	\$298,424	\$300,268
	Products:	75	75
	Work Hours:	5,412	5,382
	Product Cost:	\$3,978.98	\$4,003.57
	Work Hours/Product:	72.16	71.76

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces

	2006/2007 Adopted	2007/2008 Adopted
Activity 265030 - Maintain Ornamental Water Features		
Product: A Feature Maintained		
Costs:	\$62,877	\$63,671
Products:	4	4
Work Hours:	978	978
Product Cost:	\$15,719.31	\$15,917.75
Work Hours/Product:	244.50	244.50
Activity 265040 - Mow Ornamental Turf		
Product: An Acre Mowed		
Costs:	\$386,313	\$387,894
Products:	4,992	4,992
Work Hours:	7,089	7,049
Product Cost:	\$77.39	\$77.70
Work Hours/Product:	1.42	1.41
Activity 265050 - Plant Trees		
Product: A Tree Planted		
Costs:	\$11,365	\$11,569
Products:	50	50
Work Hours:	113	113
Product Cost:	\$227.30	\$231.37
Work Hours/Product:	2.26	2.26

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces

		2006/2007 Adopted	2007/2008 Adopted
Activity 265060 - Remove Trees			
Product: A Tree	Removed		
	Costs:	\$33,553	\$34,164
	Products:	50	50
	Work Hours:	316	316
	Product Cost:	\$671.06	\$683.27
	Work Hours/Product:	6.32	6.32
Activity 265070 - Management and Sup	ervisory Services for Parks Landscapes		
Product: A Wor	k Hour		
	Costs:	\$72,067	\$74,555
	Products:	895	895
	Work Hours:	895	895
	Product Cost:	\$80.52	\$83.30
	Work Hours/Product:	1.00	1.00
Activity 265080 - Organize and Lead Pa	rks Landscape Maintenance		
Product: A Wor	k Hour		
	Costs:	\$141,662	\$143,942
	Products:	2,021	2,021
	Work Hours:	2,021	2,021
	Product Cost:	\$70.10	\$71.22
	Work Hours/Product:	1.00	1.00
s for Service Delivery Plan 26501 - Landsca	aping for Neighborhood Parks and Open Spaces		
	Costs:	\$1,414,034	\$1,428,686
	Hours:	22,518	22,448

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces

Provide well-maintained parks and open space recreational facilities for residents and the business community that are hazard-free, usable and attractive, by:

- -Maintaining sport courts in a litter and graffiti-free manner,
- -Maintaining athletic fields in a dark green, dense manner with consistent texture, sharply defined boundaries and level playing surfaces,
- -Maintaining playgrounds in a clean and graffiti-free manner with bright and colorful equipment, as appropriate,
- -Maintaining picnic sites in a clean and graffiti-free manner,
- -Maintaining pathways/par courses in a litter and graffiti-free manner,
- -Maintaining multi-purpose buildings in a clean and graffiti-free manner with functional restrooms and lighting, and
- -Maintaining other recreational facilities including, but not limited to; skate parks, the dog park and the lawn bowling green.

Program 265 - Neighborhood Parks and Open Space Management

	2006/2007 Adopted	2007/2008 Adopted
Activity 265160 - Maintain Play Areas		
Product: A Play Structure Maintained		
Costs:	\$224,736	\$227,580
Products:	209	209
Work Hours:	3,941	3,941
Product Cost:	\$1,075.29	\$1,088.90
Work Hours/Product:	18.86	18.86
Activity 265170 - Maintain Picnic Facilities		
Product: A Facility Maintained		
Costs:	\$229,292	\$227,882
Products:	17,202	17,202
Work Hours:	4,801	4,802
Product Cost:	\$13.33	\$13.25
Work Hours/Product:	0.28	0.28
Activity 265180 - Maintain Pathways/Par Courses		
Product: A Square Foot Maintained		
Costs:	\$9,604	\$9,704
Products:	5,341	5,341
Work Hours:	167	167
Product Cost:	\$1.80	\$1.82
Work Hours/Product:	0.03	0.03

Program 265 - Neighborhood Parks and Open Space Management

	2006/2007 Adopted	2007/2008 Adopted
Activity 265190 - Maintain Park Athletic Fields		
Product: An Acre Maintained		
Costs:	\$282,072	\$284,441
Products:	43	43
Work Hours:	4,077	4,061
Product Cost:	\$6,559.82	\$6,614.90
Work Hours/Product:	94.81	94.44
Activity 265200 - Maintain Tennis/Basketball Courts		
Product: A Court Maintained		
Costs:	\$67,004	\$67,408
Products:	52	52
Work Hours:	900	890
Product Cost:	\$1,288.53	\$1,296.31
Work Hours/Product:	17.31	17.12
Activity 265210 - Maintain Multi-Purpose Buildings		
Product: A Building Maintained		
Costs:	\$232,049	\$232,384
Products:	13	13
Work Hours:	4,217	4,177
Product Cost:	\$17,849.90	\$17,875.69
Work Hours/Product:	324.38	321.31

Program 265 - Neighborhood Parks and Open Space Management

	2006/2007 Adopted	2007/2008 Adopted
Activity 265220 - Maintain Bowling Green		
Product: A Square Foot Maintained		
Costs:	\$17,944	\$18,253
Products:	14,400	14,400
Work Hours:	250	250
Product Cost:	\$1.25	\$1.27
Work Hours/Product:	0.02	0.02
Activity 265230 - Maintain Other Recreational Facilities		
Product: A Facility Maintained		
Costs:	\$33,833	\$34,275
Products:	33	33
Work Hours:	598	598
Product Cost:	\$1,025.25	\$1,038.63
Work Hours/Product:	18.12	18.12
Activity 265240 - Maintain Dog Park		
Product: A Facility Maintained		
Costs:	\$6,535	\$6,646
Products:	1	1
Work Hours:	117	117
Product Cost:	\$6,535.45	\$6,645.81
Work Hours/Product:	117.00	117.00

Program 265 - Neighborhood Parks and Open Space Management

	2006/2007 Adopted	2007/2008 Adopted
Activity 265140 - Mow Park Athletic Fields		
Product: An Acre Mowed		
Costs:	\$62,181	\$62,861
Products:	1,976	1,976
Work Hours:	1,092	1,092
Product Cost:	\$31.47	\$31.81
Work Hours/Product:	0.55	0.55
Activity 265150 - Maintain Skate Parks		
Product: A Facility Maintained		
Costs:	\$32,235	\$32,694
Products:	2	2
Work Hours:	561	561
Product Cost:	\$16,117.56	\$16,346.78
Work Hours/Product:	280.50	280.50
Activity 265270 - Management and Supervisory Services for Parks Recreational Facilities		
Product: A Work hour		
Costs:	\$37,201	\$38,485
Products:	462	462
Work Hours:	462	462
Product Cost:	\$80.52	\$83.30
Work Hours/Product:	1.00	1.00

Program 265 - Neighborhood Parks and Open Space Management

		2006/2007 Adopted	2007/2008 Adopted
Activity 265280 - Organize and Lead Par	rks Recreational Facilities Maintenance		
Product: A Work	k Hour		
	Costs:	\$51,590	\$52,420
	Products:	736	736
	Work Hours:	736	736
	Product Cost:	\$70.10	\$71.22
	Work Hours/Product:	1.00	1.00
Activity 265290 - Renovate Picnic Facilit	ties		
Product: A Facili	ity Renovated		
	Costs:	\$29,488	\$29,405
	Products:	2,086	2,086
	Work Hours:	514	514
	Product Cost:	\$14.14	\$14.10
	Work Hours/Product:	0.25	0.25
Totals for Service Delivery Plan 26502 - Recreation	onal Facilities for Neighborhood Parks and Open Spaces		
	Costs:	\$1,315,765	\$1,324,438
	Hours:	22,433	22,368

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26503 - Support Facilities for Neighborhood Parks and Open Spaces

Provide well-maintained parks and open space support facilities for residents and the business community that are hazard-free, usable and attractive, by:

- -Maintaining auxiliary restrooms in a clean and graffiti-free manner with functional fixtures,
- -Maintaining hardscapes to not have unintended differentials greater than one-half inch in height and are free of severe cracking and/or unintended separations greater than one-half inch wide,
 - -Maintaining lighting systems to function according to their purpose, and
 - -Maintaining fixtures in a clean and graffiti-free manner.

Program 265 - Neighborhood Parks and Open Space Management

	2006/2007	2007/2008
A CONTROL OF A STATE O	Adopted	Adopted
Activity 265370 - Maintain and Replace Structures and Fixt		
Product: A Structure/Fixture Maintain		
Costs:	\$233,287	\$233,418
Products:	3,228	3,228
Work Hours:	3,768	3,767
Product Cost:	\$72.27	\$72.31
Work Hours/Produ	ict: 1.17	1.17
Activity 265380 - Maintain and Replace Hardscapes		
Product: A Square Foot Maintained		
Costs:	\$45,363	\$46,263
Products:	1,148,520	1,148,520
Work Hours:	30	30
Product Cost:	\$0.04	\$0.04
Work Hours/Produ	o.00	0.00
Activity 265340 - Management and Supervisory Services for	· Parks Support Facilities	
Product: A Work Hour		
Costs:	\$28,988	\$29,988
Products:	360	360
Work Hours:	360	360
Product Cost:	\$80.52	\$83.30
Work Hours/Produ		1.00

Program 265 - Neighborhood Parks and Open Space Management

Adopted	2007/2008 Adopted
\$41,777	\$42,449
596	596
596	596
\$70.10	\$71.22
1.00	1.00
\$174,880	\$175,360
7,300	7,300
3,417	3,417
\$23.96	\$24.02
0.47	0.47
524,294	\$527,479
8,171	8,170
4	\$70.10 1.00 \$174,880 7,300 3,417 \$23.96 0.47

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces

Provide parks and open space support services for residents and the business community through the abating of hazards/vandalism, containing litter and providing electricity and water to parks and open space, by:

- -Abating reported hazards within 24 hours,
- -Abating reported vandalism within 3 days of notice,
- -Maintaining parks and open space to be hazard-free,
- -Maintaining parks and open space to be vandalism free,
- -Maintaining uncontained litter not associated with any specific park amenity or facility,
- -Providing electricity to parks and open space, and
- -Providing water to parks and open space.

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces

		2006/2007 Adopted	2007/2008 Adopted
Activity 265400 - Abate Hazards		Auopeu	Auopicu
	A Hazard Abated		
	Costs:	\$39,932	\$40,610
	Products:	200	200
	Work Hours:	597	597
	Product Cost:	\$199.66	\$203.05
	Work Hours/Product:	2.99	2.99
Activity 265410 - Abate Vandalis	sm		
Product:	A Vandalism Abated		
	Costs:	\$48,578	\$49,404
	Products:	600	600
	Work Hours:	720	720
	Product Cost:	\$80.96	\$82.34
	Work Hours/Product:	1.20	1.20
Activity 265430 - Provide Electri	icity		
Product:	A Kilowatt Hour Used		
	Costs:	\$142,165	\$145,008
	Products:	701,359	701,359
	Work Hours:	1	1
	Product Cost:	\$0.20	\$0.21
	Work Hours/Product:	0.00	0.00

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces

		2006/2007 Adopted	2007/2008 Adopted
Activity 265440 - Provide Water		<u> </u>	Huopicu
•	A CCF Used		
	Costs:	\$351,315	\$358,341
	Products:	302,838	302,838
	Work Hours:	1	1
	Product Cost:	\$1.16	\$1.18
	Work Hours/Product:	0.00	0.00
Activity 265450 - Management ar	nd Supervisory Services for Parks Support Services		
Product:	A Work Hour		
	Costs:	\$28,988	\$29,988
	Products:	360	360
	Work Hours:	360	360
	Product Cost:	\$80.52	\$83.30
	Work Hours/Product:	1.00	1.00
Activity 265460 - Organize and L	ead Parks Support Services		
Product:	A Work Hour		
	Costs:	\$41,777	\$42,449
	Products:	596	596
	Work Hours:	596	596
	Product Cost:	\$70.10	\$71.22
	Work Hours/Product:	1.00	1.00

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces

	2006/2007 Adopted	2007/2008 Adopted
Activity 265470 - Maintain General Grounds and Abate Litter		<u> </u>
Product: An Acre Serviced Daily		
Costs:	\$542,116	\$535,974
Products:	146,365	146,365
Work Hours:	10,159	9,971
Product Cost:	\$3.70	\$3.66
Work Hours/Product:	0.07	0.07
Totals for Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces		
Costs:	\$1,194,870	\$1,201,775
Hours:	12,434	12,246

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26505 - Maintain School Open Space

Provide well-maintained school open space landscaping, sports field and amenities for residents and the business community that is hazard-free, usable and attractive, by:

- -Maintaining uncontained litter in tree, ground cover and sports field areas,
- -Maintaining turf in a dark green, dense matter with consistent texture and sharply defined boundaries,
- -Maintaining trees to display the form common to their species,
- -Maintaining ground covers in a well defined manner with a good display of color in the appropriate season, and
- -Maintaining auxiliary restrooms in a clean and graffiti-free manner with functional fixtures.

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26505 - Maintain School Open Space

	2006/2007 Adopted	2007/2008 Adopted
Activity 265500 - Maintain School Open Space		
Product: An Acre Maintained		
Costs:	\$1,006,380	\$1,033,309
Products:	118	118
Work Hours:	16,742	17,066
Product Cost:	\$8,528.64	\$8,756.86
Work Hours/Product:	141.88	144.63
Activity 265510 - Management and Supervisory Services for Sch	hool Open Space	
Product: A Work Hour		
Costs:	\$51,695	\$53,479
Products:	642	642
Work Hours:	642	642
Product Cost:	\$80.52	\$83.30
Work Hours/Product:	1.00	1.00
Activity 265520 - Organize and Lead Parks Maintenance for Sci	hool Open Space	
Product: A Work Hour		
Costs:	\$77,315	\$78,559
Products:	1,103	1,103
Work Hours:	1,103	1,103
Product Cost:	\$70.10	\$71.22
Work Hours/Product:	1.00	1.00
als for Service Delivery Plan 26505 - Maintain School Open Space		
Costs:	\$1,135,390	\$1,165,348
Hours:	18,487	18,811

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26506 - Management and Support Services

Provide management and supervisory services, organization and leading of parks maintenance, administrative support, training, meetings and rental rates for the Neighborhood Parks and Open Space Management program, by:

- -Providing management and supervisory services to promote customer satisfaction and confidence by organizing staffs' efforts, addressing citizen concerns, monitoring productivity and efficiency,
 - -Providing administrative support to promote customer satisfaction and confidence,
 - -Providing technical, organizational and safety training for Parks staff,
 - -Providing meetings; including personnel, capital project, team-building, behavioral and fiscal for Parks staff, and
 - -Providing rental rates for Neighborhood Parks and Open Space Management.

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26506 - Management and Support Services

	2006/2007 Adopted	2007/2008 Adopted
Activity 265600 - Management and Supervisory Services - Program and City-Wide		_
Product: A Work Hour		
Costs:	\$234,128	\$242,210
Products:	2,329	2,329
Work Hours:	2,329	2,329
Product Cost:	\$100.53	\$104.00
Work Hours/Product:	1.00	1.00
Activity 265610 - Administrative Support Services		
Product: A Work Hour		
Costs:	\$352,690	\$358,805
Products:	6,360	6,360
Work Hours:	6,360	6,360
Product Cost:	\$55.45	\$56.42
Work Hours/Product:	1.00	1.00
Activity 265620 - Staff Training and Development		
Product: A Training Hour		
Costs:	\$92,945	\$94,767
Products:	1,334	1,334
Work Hours:	1,334	1,334
Product Cost:	\$69.67	\$71.04
Work Hours/Product:	1.00	1.00

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26506 - Management and Support Services

	2006/2007 Adopted	2007/2008 Adopted
Activity 265630 - Meetings		F
Product: A Meeting Hour		
Costs:	\$138,680	\$141,445
Products:	2,167	2,167
Work Hours:	2,167	2,167
Product Cost:	\$64.00	\$65.27
Work Hours/Product:	1.00	1.00
Totals for Service Delivery Plan 26506 - Management and Support Services		
Costs:	\$818,443	\$837,227
Hours:	12,190	12,190

Program 265 - Neighborhood Parks and Open Space Management

		2006/2007 Adopted	2007/2008 Adopted
Totals for Program 265	Costs:	\$6,402,796	\$6,484,955
	Hours:	96,233	96,233

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